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Items of Interest:

Protect Yourself from Carbon Monoxide (CO) Poisoning. Every year, more than 500 people die from accidental CO poisoning. CO is an odorless, colorless gas that can cause sudden illness and death if you breathe it. When power outages occur, you may try to use alternative sources of fuel or electricity for heating, cooling, or cooking. CO from these sources can build up in your home, garage, or camper and poison the people and animals inside. CO from these sources can build up in enclosed or partially enclosed spaces. CO is found in stoves, generators, lanterns, and gas ranges. The most common symptoms of CO poisoning are headache, dizziness, weakness, nausea, vomiting, chest pain, and confusion. People who are sleeping can die from CO poisoning before ever having symptoms. If you think you may have CO poisoning, consult a health care professional right away. For more information on preventing CO poisoning, visit www.cdc.gov.

Navy and Marine Corps Medical News

A Public Affairs Publication of the Bureau of Medicine and Surgery

National Naval Medical Center Honors 32 Customer Service Heroes

By Mass Communication Specialist 3rd Class Heather Weaver, National Naval Medical Center Public Affairs

BETHESDA, Md. - The National Naval Medical Center inducted 32 new members to the Customer Service Wall of Heroes Nov. 27.

Each quarter since its creation in 1998, a committee sifts through hundreds of letters and chooses the most significant for display.

Chief Hospital Corpsman Ronald Dayton, Customer Service department head, said recognizing excellence in customer services especially helps junior staff members and Sailors to see that their efforts every day do not go unnoticed.

"This ceremony allows us to recognize the staff and patients. ...a lot of people don't get to see the good work we do. This brings word of a

job well done back to the clinic and the individuals," Dayton said. "It also brings home the sense of accomplishment and achievement, and it also shows the people who walk by that this is a quality, caring facility. Not everyone gets a letter but everyone makes a difference."

Dr. Bill Morgan, a National Naval Medical Center chiropractor, said the letter written about his care was a reminder of the effect his care has on patients everyday.

"I am very happy about the fact that I was able to help someone so much," Morgan said. "I try to treat patients how I would like my family to be treated or how I would like to be treated myself."

Bethesda invited the letter writ-

(Continued on page 3)



PACIFIC OCEAN - Lt. Steve Manzon stitches an oral incision closed on a patient while Hospitalman Alex Johnson assists, Nov. 17. With more than 20 personnel and a full-service clinic, USS Kitty Hawk's (CV 63) Dental Department provides services ranging from oral surgery to preventive services to more than 3,000 Sailors. *U.S. Navy photo by Mass Communication Specialist Seaman Stephen W. Rowe*

Chaplain Corps Celebrates 231st Birthday

By Mass Communication Specialist
2nd Class (SW/AW) Elizabeth
Enockson, Public Affairs Center At-
lantic

VIRGINIA BEACH, Va. - Active, reserve and retired Navy, Marine Corps and Coast Guard chaplains gathered at the Dam Neck Officer's Club for a formal dinner Nov. 29, to celebrate the 231st birthday of the Chaplain Corps.

"It's a valuable thing to come together and remind each other of our corporate solidarity and dig deep into our heritage and the find the emotional, psychological and spiritual strength to accomplish our purpose," said Capt. Al Hill, chaplain, Naval Personnel Development Command.

More than 100 chaplains gathered with commanding officers, family and friends to celebrate. Each brought experiences and memories to share and help build on their spiritual resources.

"It seems to me that the Chaplain Corps is an organization of people that really are greater than the sum of our parts. Individual chaplains can be very talented, dedi-

cated and inspired, and do wonderful work but our strength is in our ability to work together," said Hill. "I think our gathering makes us stronger."

During the dinner, several members spoke about the history of the corps and how lessons from the past would help the corps in the future.

"Navy chaplains have sailed with naval expeditions of discovery and diplomacy to the farthest reaches of the globe," said Cmdr. Gary Clore, Navy chaplain. "Wherever they were, Navy chaplains have presented the presence and power of God as they brought positive change to lives of countless individuals. The Chaplain Corps grew and developed with the Navy and the nation."

Rear Adm. Alan T. Baker, deputy chief of chaplains, spoke about how the Chaplain Corps is growing and adapting to the global war on terrorism. He also talked about how the members of today's Chaplain Corps will shape the corps of tomorrow.

"I challenge us to look at the



way we envision and practice our ministry within the unique and demanding institutions of the Navy, Marine Corps, and the Coast Guard," he said. "We must be the corps that prays for God to guide us every step of the way, as we shape the future Chaplain Corps that will serve the generation of warriors yet unborn, because that's the legacy we leave."

NMCSD Brings Primary Health Care to East County

By Mass Communication Specialist 1st Class (SW) Cindy
Gill, Naval Medical Center San Diego Public Affairs

SAN DIEGO - Naval Medical Center San Diego celebrated the grand opening of the new \$3.2 million East County Primary Care Clinic in Santee Nov. 28.

It is the first free-standing military clinic in San Diego's East County. Santee began primary care services Nov. 13.

Rear Adm. Brian G. Brannman, Commander, Naval Medical Center San Diego said in his remarks that it had been a short interval from the initial concept to the opening. Ground broke for the clinic Feb. 24, 2005.

"This clinic is a Navy Medicine, Navy Health Care and family effort," said Brannman.

He added that there is hope for a long relationship and a bigger, more vital part of the Santee community.

"The idea of a clinic in East County came from seeing parents of pediatric patients who live in Lakeside drive from 32nd St. [to] home to get their child and return to Balboa for an appointment," said Capt. David A. Tam, deputy commander, Naval Medical Center San Diego, who led the focus group and oversaw the project. "There was definitely a need for quality health care in the area, and now we have it."

An unusual aspect of the clinic is the early involvement of patients and family members at the conception of the clinic. Leading the group was Tam and Lisa Ziemke, a retired medical service corps commander. Other members included seven patients and architect Marcus Thorn.

A focus group was established to use the patient and family centered care philosophy in the planning and delivery of healthcare. Suggestions incorporated into the clinic ranged from exam room layout and warm colors to televisions and a separate child care center.

Another suggestion from the focus group was the implementation of pharmacy pagers. With the clinic located in a shopping center rather than a Naval Base, patients can run errands while waiting for their prescriptions.

Physically, the clinic consists of two buildings. The main building houses primary care, including 10 examination rooms and two treatment rooms, along with the Radiology and Clinical Laboratory spaces taking up 6,500 square feet.

The second building has the pharmacy which features a new state-of-the-art robotic prescription dispensing system. Also, there are the administrative offices, video teleconference room and staff lounge.

Naval Hospital GTMO Sailor Wins DoN Award

By Mass Communications Specialist
1st Class Igo Wordu, Naval Station
Guantanamo Bay, Cuba, Public Affairs

NAVAL HOSPITAL GTMO -
TANAMO BAY, Cuba - Lt. Susan Otto, who works at U.S. Naval Hospital, Guantanamo Bay (GTMO), has been named the Department of the Navy (DoN) Social Worker of the Year for 2006. The announcement was made at the 21st Annual Uniform Services Social Work Conference held recently in Washington, D.C.

Capt. Ronald Sollock, commanding officer of the U.S. Naval Hospital, nominated Otto for the award, and said her contributions to GTMO's social system are worthy of recognition.

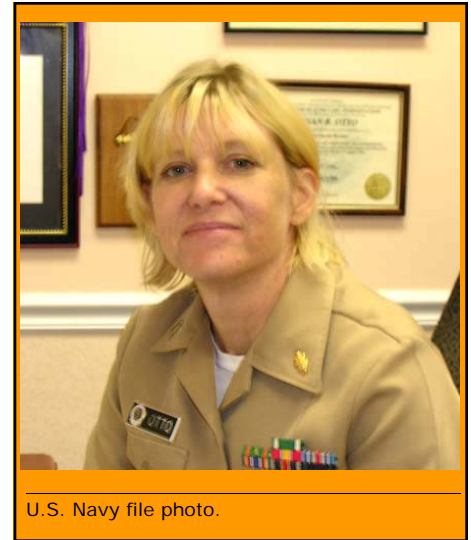
"Lt. Otto is the lead thread in the fabric of the complex Guantanamo Bay's NAVSTA and JTF social systems," said Lt. Cmdr. Christopher Streeter, head of the hospital's Behavior Health Department,

and Otto's department head. "She has been involved in every conceivable social corner of the base in some fashion."

Otto is the only active duty social worker at an isolated overseas duty station. Her responsibilities cover most facets of the lives of military personnel, their families and in general, all of the residents of GTMO. She has been here since February 2004.

"It feels great to be acknowledged and appreciated for the work I love doing," said Otto. "We are in a unique situation here at GTMO due to being an isolated overseas duty station with limited resources. Compared to most other commands that provide services to only active duty members and their families, we are available for everyone on island."

On any given day, her clients are likely to present any variety of issues, including service members facing deployment to Iraq or Afghanistan, and those seeking coun-



U.S. Navy file photo.

seling related to previous combat tours, separation from family members, family problems on the home-front, and feelings of isolation.

Additionally, in May 2006, Otto was presented with the American

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Customer Service continued...

(Continued from page 1)

ers to attend the celebration, so they could thank the hospital staff they wrote about.

Retired Capt. Richard Fiske, who wrote a letter in regards to Hospital Corpsman 3rd Class Jeffrey Nunez's exceptional customer service, said he wanted to thank Nunez for taking a difficult situation for his wife and making it a manageable one.

"Nunez made my life a lot easier because he substantially reduced my wife's trauma. Blood draws are a major trauma for her because of a childhood experience she had with rabies treatments, and he eased her concerns considerably," Fiske said. "He did so not just by the way he physically drew the blood, but by the way he talked to her, calmed her and gentled her before he actually did it. The fact that it was less of a trauma for her than anticipated made it easier for both of us."

Nunez, one of Bethesda's medical laboratory technicians, said he wasn't expecting to be recognized. Nunez said he makes it a priority to help patients feel as comfortable as possible because that is his job as a Navy corpsman.

"It really feels great that people appreciate the care we give even though it's just a normal, everyday thing," Nunez said. "It also feels good to know that you are helping people. People get blood draws done regularly and anyone could have done it, but it was my fate to be

the person who drew it that day and it was my privilege. I hope I can continue to help people everyday."

Fiske said the care he and his wife experienced reconfirmed the opinion they have always had for Bethesda.

"The extra effort put into our care during that particular visit confirmed our high opinions of this hospital and Navy medicine," Fiske said. "It's been 16 years now we've had care done here and at Walter Reed ... by in large I'm very impressed by the way the people take care of patients. It is what we have come to expect and appreciate, it's the little things that really make all the difference."

Dayton said another reason it's important to display the customer service heroes, is to make the rest of the hospital aware of the impacts they make on people's visits.

"A lot of people don't realize that from the moment someone walks in the hospital, that little things such as you saying good morning starts their day off positively," Dayton said. "When someone asks for directions, do you just say 'oh it's over there' or do you take the time to show them? We're all busy during the day, but it's the little things that really impact peoples' lives and experience and it gives a positive reflection on National Naval Medical Center staff and the care we give here."

TRICARE News...

From TRICRAE Public Affairs

TRICARE Seeks Input to Improve Autism Benefit

FALLS CHURCH, Va.—TRICARE will create a plan under the Extended Care Health Option (ECHO) to provide services for military dependent children with autism. The 2007 National Defense Authorization Act calls for this plan to include the following:

1. Education, training and supervision requirements for individuals providing services to military dependent children with autism;

2. Standards to identify and measure the availability, distribution and training of individuals (with various levels of expertise) to provide such services; and

3. Procedures to make sure such children receive these services in addition to other publicly-provided services.

TRICARE seeks assistance from affected military families to participate in the plan's development. Any affected military family may e-mail comments to **Children-WithAutism@tma.osd.mil**; TRICARE will accept comments until Jan. 31, 2007.

"It is vital we learn about affected beneficiaries and their personal experiences, so TRICARE may better meet their needs," said Army Maj. Gen. Elder Granger, deputy director, TRICARE Management Activity. "We look forward to expanding available treatment options and access to care for beneficiaries with autism."

Currently, there are a number of treatments available for children with autism, including Applied Behavioral Analysis (ABA). TRICARE shares the cost of ABA for an active duty family member only if a certified provider ad-

ministers services. It will not cover non-certified individuals—even if a certified ABA provider indirectly supervises the individual.

Expanded Dental Coverage for Children and Other Eligible Beneficiaries

FALLS CHURCH, Va.—The National Defense Authorization Act of 2007 legislated a change to the TRICARE dental benefit to cover anesthesia services and institutional costs for dental treatment for beneficiaries with developmental, mental or physical disabilities, and children age 5 or under. For TRICARE to reimburse claims, beneficiaries must save their bills for medical care occurring after Oct. 17, 2006. The change in statute does not include the actual dental care services coverage through the TRICARE Dental Program and the TRICARE Retiree Dental Program.

Once program officers finalize implementation requirements, TRICARE will announce when beneficiaries may submit their bills for reimbursement. Implementation requires changes to TRICARE Manuals and dental care services contracts.

To avoid costly and extensive dental procedures requiring anesthesia, children should start seeing a dentist by the time their first tooth appears or by their first birthday; this helps to prevent tooth decay and other oral diseases. Decay is the single most common chronic childhood dental disease—and it's completely preventable



CAMP TAQADDUM, Iraq - Maj. Gen. Robert B. Neller, Assistant Division Commander, 1st Marine Division, right, receives a flu shot from Hospital Corpsman 2nd Class Gabriela San Martin, attached to the 1st Marine Logistics Group, at the main surgical facility on Camp Taqaddum, Iraq, Nov. 2. *U.S. Marine Corps photo by Sgt. Alicia J. Brito*

Corpsmen Save Young Iraqi Girl's Life

By Lance Cpl. Geoffrey P. Ingersoll, 1st Marine Logistics Group

CAMP TAQADDUM, Iraq - The nine-and-a-half-year-old Iraqi girl would have died without their help.

Riyam Shihan's cousin was trying to close a heavy, metal door, at a home in Habbaniyah when it became unhinged and fell on Riyam, crushing her skull in late November. The bone was fractured and she was bleeding profusely. With each passing minute, rapidly building pressure within her brain was causing more damage.

When she arrived at Camp Taqaddum (TQ) Surgical, her condition deteriorated quickly. Fearing the worst, doctors and corpsmen "launched into action," said Lt. Cmdr. Pamela C. Harvey, a doctor with TQ Surgical, 1st Marine Logistics Group (Forward).

They medicated her intravenously and inserted a breathing tube. But because of the injury to her brain, she had lost the ability to clot blood. Surgeons sent out a 'walk-in' blood bank message. TQ responded immediately with almost two dozen donors.

With more blood, Riyam was able to stabilize, but because they lacked a specialized neurosurgeon in TQ, surgeons were forced to send her to a different hospital. In the early hours of October 14, an unconscious Riyam Shihan was flown to a higher level hospital. TQ Surgical's staff doubted she would survive the required surgery, much less walk and talk again.

So when Riyam walked back into the hospital a month later and asked for strawberry bubble gum, sur-

geons and corpsmen were amazed.

"Back in the states, with an injury like this, the patient would be operated on in forty-five minutes," said Cmdr. Theodore D. Edson, TQ surgeon. Because bad weather had been blocking flights out of Taqaddum the night of her injury, Riyam hadn't gotten her operation until almost six hours after the injury took place.

"That girl must be someone really special," said Edson.

Coalition forces found out later that she is a very special girl. She is the grand daughter of a sheik, or tribal leader, in Habbaniyah.

"The Iraqi people of Habbaniyah hear what the coalition forces have done to save my grand daughter, and they cry. They are very grateful and you have gained them to your side," said Riyam's grandfather, Aved Shihan Ghathaib.

Since the girl was saved, a ripple effect has taken place, and the Iraqi citizens of Habbaniyah have become increasingly supportive of Coalition forces in the area.

But Riyam's fight for life is far from over. Within the next six months, she will need a follow up operation to replace the missing piece of her skull. It is a delicate operation that, due to the rebuilding of Iraq's infrastructure, will be almost impossible to provide in her home nation.

The efforts of coalition forces have bought her more time, but without this operation, Riyam's future still remains stormy.

GTMO Sailor continued.....

(Continued from page 3)

Red Cross Clara Barton Volunteer Leadership Honor Award, the highest Red Cross award any volunteer can receive. It is presented to the volunteer who shows superior cooperation with other volunteers in de-

veloping and implementing effective solutions in a resourceful and productive manner.

"The American Red Cross greatly appreciated Lt. Otto's dedication and devotion to the men and women of the Armed Forces," said Denise Clark, the Guantanamo Bay American Red Cross Station Manager.

"I appreciate the support I received from the staff I work with, my chain of command, Fleet and Family Service Center, and the assigned Chaplains," said Otto. "There are many opportunities here to get involved with the community, and that really make a difference in the quality of life of GTMO residents"

The DoN Social Worker of the Year award was instituted in 1988

as a way to recognize significant contributions by military social workers advocating for or providing services to military families. In order to be nominated for the award, the nominee must be a social worker, employed by DoN medical treatment facility, Fleet and Family Support Center, or other DoN organization.

"Otto is an engaged, motivated, principled professional who is the embodiment of Navy Social Worker core values and standards," said Streeter. "Her impact is felt throughout the department, command, the Naval Station, and beyond. Most importantly, the positive impact of her presence is felt in the emotional lives of everyone she encounters."



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